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PATENT
Customer No. 22,852
Attorney Docket No. 05793.3034-00

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
William J. TUMULTY *et al.*) Group Art Unit: 2161
)
Application No.: 09/820,982) Examiner: Unknown
)
Filed: March 30, 2001)
)
For: SYSTEM AND METHOD FOR)
PRIORITIZING CUSTOMER)
INQUIRIES)

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Assistant Commissioner for Patents
Washington, DC 20231

Sir:

INFORMATION DISCLOSURE STATEMENT UNDER 37 C.F.R. § 1.97(b)

Pursuant to 37 C.F.R. §§ 1.56 and 1.97(b), applicants bring to the attention of the Examiner the document listed on the attached PTO 1449. This Information Disclosure Statement is being filed before the mailing date of a first Office Action on the merits for the above-referenced application.

A copy of the listed document is attached.

Applicants respectfully request that the Examiner consider the listed document and indicate that it was considered by making appropriate notations on the attached form.

This submission does not represent that a search has been made or that no better art exists and does not constitute an admission that the listed document is material or constitutes "prior art." If the Examiner applies the listed document as prior

art against any claim in the application and applicants determine that the cited document does not constitute "prior art" under United States law, applicants reserve the right to present to the office the relevant facts and law regarding the appropriate status of the document.

Applicants further reserve the right to take appropriate action to establish the patentability of the disclosed invention over the listed document, should the document be applied against the claims of the present application.

If there is any fee due in connection with the filing of this Statement, please charge the fee to our Deposit Account No. 06-0916.

Respectfully submitted,

FINNEGAN, HENDERSON, FARABOW,
GARRETT & DUNNER, L.L.P.

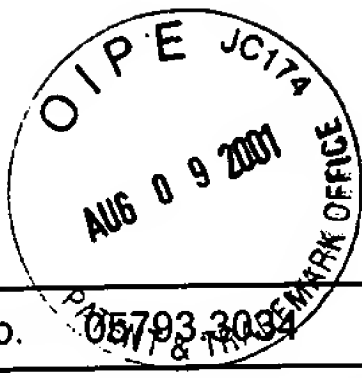
Dated: August 9, 2001

By: Ranjeev Singh
Ranjeev K. Singh
Reg. No. 47,093

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OMB N . 0651-0011

INFORMATION DISCLOSURE CITATION
(Us several sh ets if n cessary)

Atty. Docket No.	05793-3034	Serial No.	09/820,982
Applicant	William J. TUMULTY <i>et al.</i>		
Filing Date	March 30, 2001	Group:	Unknown

U.S. PATENT DOCUMENTS

Examiner Initial*	Document Number	Issue Date	Name	Class	Sub Class	Filing Date If Appropriate
	US 6,222,920 B1	04/24/01	Walker et al.	379	266	

FOREIGN PATENT DOCUMENTS

Document Number	Publication Date	Country	Class	Sub Class	Translation Yes or No

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

Examiner	Date Considered
*Examiner: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	
Form PTO 1449	Patent and Trademark Office - U.S. Department of Commerce